

Maurine Fanguy, TWIC Program Director
Oral Testimony on TWIC before House Transportation and
Infrastructure Committee, Subcommittee on Coast Guard and
Maritime Transportation
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Good morning Chairman Cummings, Ranking Member LaTourette, and distinguished members of the Subcommittee. My name is Maurine Fanguy and I am the Program Director for the Transportation Worker Identification Credential program, also known as TWIC.

I appreciate the opportunity to update this sub-committee on the progress that we have made since I last testified before you in July.

Today marks 100 days since we began TWIC enrollment and in that short amount of time, we have some major accomplishments to report:

- We have enrolled over 56,000 workers.
- We have pre-enrolled over 120,000 workers.
- We have opened 54 enrollment centers across the country.
- We have partnered with 19 local businesses, unions, and industry groups to take TWIC to the workers at their places of business. As an example in Baton Rouge, we have partnered with several companies, such as Exxon Mobil and Shell to set up mobile TWIC enrollment centers, and we have processed over 2000 workers across those locations.
- We have reached over 2,000 enrollments daily and that number is climbing.
- And we have sustained average enrollment times of just over 10 minutes.

TWIC is the largest biometric smartcard program of its kind in the world. As leaders in Federal credentialing, we continually analyze data from the field to find ways to streamline processes, refine the technology, and make TWIC easier and more convenient for workers.

We receive nearly daily field reports from our TSA Government quality assurance team, Coast Guard, and Lockheed Martin. This information is critical in managing the program, identifying issues early, and resolving problems quickly.

- As an example, during the first few weeks in Baton Rouge, metrics for wait times and throughput were higher than we wanted. I personally visited stakeholders there to discuss our plan of action, including increasing the number of workstations five-fold and offering mobile enrollment. Current metrics show that wait times are down and we will continue to track wait times to ensure they are within range. I will be back in Baton Rouge next week to follow up with stakeholders and ensure the effectiveness of our plan.
- Another example is in the area of card activations. When TWIC first rolled out, we offered appointments for initial enrollment. We have received feedback from workers that this is a convenient option and it keeps wait times down. When workers come back to pick up their cards, we have found that wait times, in some cases, are longer than we would like. This is not acceptable to us and we are taking immediate action to increase capacity, reduce wait times, and improve customer service
 - We are piloting Card Activation appointments in Baton Rouge in early February. This will be rolled out

nationally after successful piloting and we believe it will make card activation more convenient for workers.

- We also have an aggressive plan to double activation throughput by the end of this month and to double it again by early March. We expect card activation capacity to match the pace of Enrollment by early Spring.
- With these new upgrades, card activation and pick-up will be much easier for workers.
- We closely monitor fingerprint quality metrics and we are currently well within range of industry standards for fingerprint processing.
- We are expanding on the success of the 19 mobile enrollment partnerships to-date and are in active discussions with stakeholders across the nation to take TWIC to the workers.

We also want to recognize the innovation of our port partners, such as the Port of Baltimore, who are leading the integration of the TWIC card into their existing reader systems.

We also have several milestones to report on the TWIC reader pilot:

- We held kick-off meetings over the summer with five card reader pilot participants. The Port Authorities of New York and New Jersey, Los Angeles, Long Beach, and Brownsville, as well as Watermark Cruises in Annapolis, were selected to represent a broad range of operating environments. We are continuing to meet with interested stakeholders to identify additional participants.

- We published TWIC reader specifications in September. We used the Federal Advisory Committee process to jointly develop these standards with the people who will use these readers every day.
- And TSA and Coast Guard sponsored an industry day in November, which was very well attended by reader manufacturers. This is an important step in fulfilling the mandates of the SAFE Port Act.

The first 100 days represents a significant program milestone as we roll TWIC into our multi-layered approach to securing our nation's ports.

We will continue to work with our partners – the Coast Guard, maritime stakeholders, and this Sub-Committee – to ensure the ongoing success of the TWIC program. Thank you for the opportunity to appear today and I would be happy to answer any questions.